



FRS 2.1 User Guide

Chapter 6

UNDERSTAND AND RETRIEVE ERROR INFORMATION

September 1999

Table Of Contents

1. INTRODUCTION	1
2. RETRIEVE ERROR FILES FROM THE INTERNET	1
2. RETRIEVE ERROR FILES FROM SPRINTMAIL	2

1. INTRODUCTION

The process by which you retrieve error files from MTCS depends on the method of data transmission you use. This chapter outlines methods to retrieve error files from both the Internet and Sprintmail.

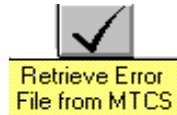
2. RETRIEVE ERROR FILES FROM THE INTERNET

If you submit data to MTCS via the Internet, you retrieve error files directly from the Internet.



- 1) Select from the Main Menu bar

OR



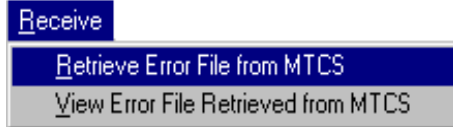
Click on from the **Main Menu** window.

- 2) FRS 2.1 initiates an Internet session.
- 3) Go to the MTCS Website, (<http://www.hud.gov/pih/systems/mtcs/pihmtcs.html>), login to MTCS and click Transmission Information.

* For more information on how to retrieve error information, see the Web Reports Guide at www.hud.gov/pih/systems/mtcs/document.html.

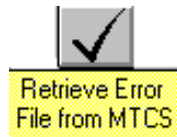
2. RETRIEVE ERROR FILES FROM SPRINTMAIL

If you submit data to MTCS via SprintMail, you may retrieve error files through SprintMail or directly from the Internet. If you would like to use the Internet to retrieve error files, first change your method of data transmission, and then follow the steps to retrieve error files from Internet. If you submit data to MTCS through SprintMail and retrieve error files from SprintMail, follow these steps:



- 1) Select from the Main Menu bar

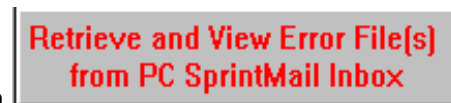
OR



Click on from the **Main Menu** window. SprintMail automatically opens, dials into the SprintMail Host, returns reports to your computer, and returns you to the **FRS Main Menu**.



- 2) Select from the **FRS Main Menu** bar. The **View Previous or New Error File?** Window opens.



- 3) Click on to view the error file in your SprintMail Inbox.

NOTE: Once you click on the **Retrieve and View Error File(s) from PC SprintMail Inbox** button, you cannot view the previous error file, as the new error file replaces the previous file in the FRS 2.1. Click the **View Error File(s) Previously Retrieved** button to view the previous error file.